



قواعد البريد الإلكتروني Email Etiquette



Email is a means of communication and creating impressions that lacks voice and body language.

When to use email?

**Expressing your frustration with a colleague's attitude towards you
at work??**

**It is not the best way because it is a personal matter that requires seeing,
feeling and exchange, which email will not provide.**

When do you use email?

A customer wants details about your latest products??

A good way is to provide the client with the required information in a documented manner that helps him refer to it when needed.

When do you use email?

Confirm the points agreed upon in the meeting??

A good way to send a unified message to all attendees to confirm the points and not leave room for disagreement about what was agreed upon.

When do you use email?

Inform someone of the dismissal decision??

It is not the best way, as it is sensitive news, and naturally annoying. Sending it via email will increase this feeling and obscure the personal factor that may be present in direct communication, and is important in this situation.

When do you use email?

Inform someone of a promotion decision??

A good way to inform her and inform others with him and with him there is the direct side that gives a personal feeling and that is very important in human communication

Use email

- To send general notifications to many people
- For general good news
- To attach a file - document, spreadsheet, graphics
- To notify a person or persons of a meeting and state their role, if any, in that meeting.
- To summarize a conversation and emphasize the items discussed.



Do not use email

- If the circumstances or situation are emotionally charged
- When a back and forth conversation is needed
- When the message is longer than a full page
- If the message is very confidential and important
- In the bad news



Elements

Title

Recipients


Editorial


Content

Conclusion

Attachment
s

Graphic Designer Position

To  Lamiaasalah04@gmail.com X

Cc  Lamiaasalah X |

Bcc

Graphic Designer Position

Dear Lamiaa,
Hope all is well

I am writing to express my strong interest in the Graphic Designer position at AUC. With my passion for design and a solid foundation in graphic design principles, I believe I would be a valuable asset to your creative team.

As a dedicated graphic designer with 5 years of professional experience, I have had the opportunity to work on a wide range of design projects, including branding, print collateral, digital media, and user interface design.










I have attached my CV and portfolio for your review.

Best regards,
Marwa Ahmed
01034789674

Marwa Ahmed - CV - Portfolio.pdf (171K) X

Send

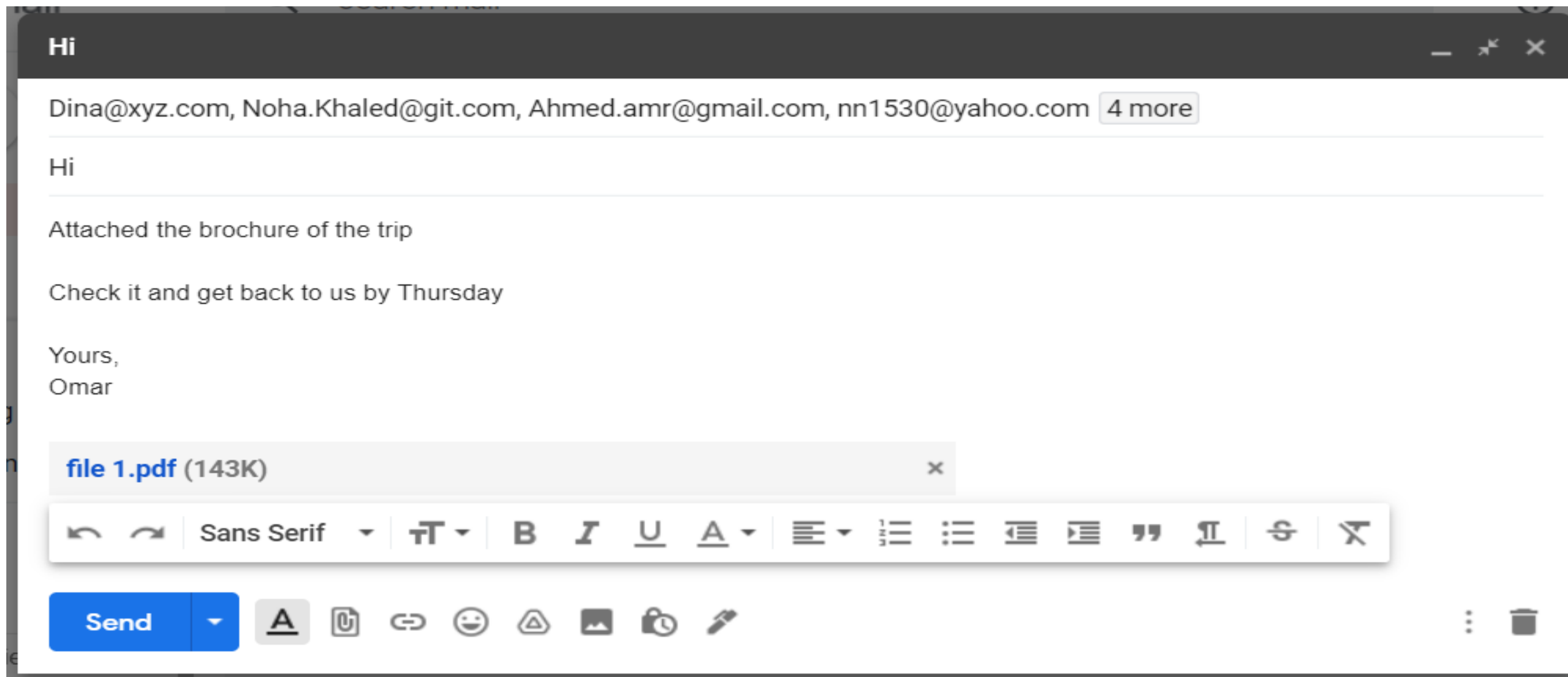
Send Untracked



Activate Windows
Go to Settings to activate Windows.

What do you think?

Omar works as a tour coordinator at Happy Tours.
Message to a group requesting details of the upcoming Aswan trip



— ↗ ×

تفاصيل رحلة أسوان القادمة: استكشف الجمال النوبي

أنا عمر، متسقى الرحلات في شركة هابي تورز. إليكم تفاصيل رحلاتكم إلى أسوان:

مدة الرحلة: 5 أيام

جدول الرحلة:

إن كان لديكم استفسارات أو طلبات خاصة، فأنا هنا للمساعدة.
مع أطيب التحيات،
عمر

Send Untracked

⋮

Activate Windows
Go to Settings to activate Windows

First: The title of the message

- has a meaning
- It expresses the purpose or main content of the message.
- Not general or vague

Important and urgent

May 2024 Results Presentation Meeting Confirmed

Product Details

Hussein Mahmoud - CV - General Coordinator

good news

Second: The receiver:

A message to confirm what was agreed upon with a colleague from another team.

A file that a colleague needs to

The company's latest offers

Thank you letter to a
colleague for helping you

Second: The receiver:

To:

Recipients who are required to take action and respond to the message and who are greeted and addressed with the message content.

CC:

Used:

For important people to keep informed but not expected to take action to show that important people are aware of the message and that it should be taken seriously.

Second: Addressees:

BCC:

When you need to send the message to multiple recipients but don't want any of them to know about the other people you sent it to in order to maintain their privacy

(Mailing Lists)

Reply all:

- If it is important for the response to be clear to the group, or if the sender requests it
- Not in:
 - In congratulations and birthdays
 - Cover Letters (Meeting Date)
 - If you are going to disagree or correct someone

Third: The opening

الصيغة	مثال	الوقع
الاسم فقط	هبة Heba	مباشر جاف
Hi <name>	Hi Heba ، هبة ازيك	غير رسمي الزملاء
Hello <name>	Hello Heba	شبه رسمي الزملاء الأقل قرابة
Dear <name> «الاسم» عزيزي	Dear Heba عزيزتي هبة	رسمي و طبيعي جميع الأحوال ما عدا الأكبر سنا أو مكانة
Dear <title> <last name> «الاسم» «المسمى» عزيزتي	Dear Ms. Heba عزيزتي الأستاذة هبة	رسمي لا يوجد معرفة سابقة، الأكبر سنا أو مكانة

**X: To Whom
it may
concern
to whom it
may concern**

X: Hey!

Third: The opening

أتمنى أن تكوني في خير حال
تحية طيبة

Hope my email finds you well
Hope everything is great at your end
I hope this mail finds you in good health

Fourth: Content

- 1. Clarity: clear purpose in introduction, smooth and understandable language**
- 2. Abbreviation: One page at most, using paragraphs and bullet points for eye comfort and ease of reading.**
- 3. Content sequence: purpose, details, conclusion, next or expected action**
- 4. Coherence: It is preferable to address one idea or goal, and if it exceeds that, it should be clarified in the title and in different paragraphs within the message.**
- 5. Correctness of language and grammar: linguistic and grammatical review is essential**
- 6. Overall appearance quality: even spacing, uniform lines and colors, bullet points and paragraphs.**

Mr. Mohamed,

Greetings,

Regarding the offer requested by your esteemed company from Capital Red Company, attached is the file containing all the required details in case of any inquiry, I will be honored to receive it at any time, and I await your response, thank you very much,

Hani Mahmoud, Sales Manager, Capital Red Engineering Services Company

01005089317

www.capitalred.eg

the signature

Fifth: Conclusion

to avoid	In case of request or thanks	Generally
Yours truly,	Thanks in advance	Best Regards,
Respectfully yours,	Appreciated	Kind Regards,
Take Care	Thank you very much	Best Wishes,
Name only		Best,
nothing		Regards,
		All the Best,

Introduce yourself via email

**Professional and specific title for the topic:
Resume – Position – Your Name;
CV: [Your Name] for [Title of the Position];
Application for the [Position] in [Company]**

**A polite and professional greeting according to the level of knowledge.
Dear < Mr./Ms. Person's name> or <Title> if not already known Hello <Name if
already known**

**Brief introduction
I'm <First and last name>, <title or job scope (senior content writer)>
The method of knowledge is also mentioned.
I got your contacts from <name of the common person> I'm sending this email reference to the job
post shared on <place where you knew about the job>**

Introduce yourself via email

ذكر سبب الرسالة

I would like to show my great interest in the position of <position name> in your esteemed company

ذكر المرفقات و باختصار

In the attachments, you will find a copy of my CV with all the information about my education, experience, and skills required for the position of <position name> in your esteemed company

الختام

الامضاء كما تناولنا سابقا - اشكرهم - جملة عن الخطوة القادمة

I look forward to hearing from you

Best Regards,

Introduce yourself via email:

Notes:

- **From 6 am to 10 am is the best time (taking into account time differences).**
- **Having a common knowledge greatly enhances the opportunity.**
- **Read the message more than once before sending it to ensure the correctness of the language and the quality of the appearance.**
- **Professional and clear names for attachments.**

Important tips:

- Remember that the person does not hear your voice or see your features.
- Pay extra attention to tone of speech.
- Do not send a message before reading and reviewing it at least once.
- It is not recommended to send a message sent to you without the sender's permission.
- Do not use abbreviations or emojis.

Important tips:

- Don't overdo the "very important"
- Do not write in capital letters
- Avoid long sentences. Any sentence or word that if you delete it will not change the meaning. Delete it.
- The faster your response the better, 48 business hours is the maximum.

Time and stress management



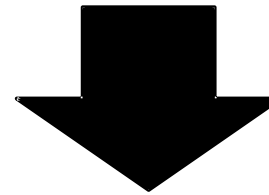
Who know Mona?

Mona has been experiencing persistent fatigue, anxiety, and unhappiness lately. She consistently feels inadequate and believes there are numerous areas in her life where she is lagging behind.

At work, maintaining focus became challenging, leading to feelings of frustration and a dent in her self-assurance, despite previously exuding enthusiasm and productivity. In various other areas of her life, tasks were frequently delayed and in disarray, resulting in her barely completing her allotted responsibilities.

Who is acquainted with Mona?

منى



توابع وأعراض الضغط و الإجهاد طويل المدى



Mona



Effects and indicators of chronic stress
and fatigue



Continuous pressure operations:

الإكتئاب

السكر

الضغط

أمراض القلب

اضطرابات النوم

اضطراب الشهية

العصبية

الإجهاد المستمر



Solution

Stress management

To aid in achieving a tranquil and harmonious state, enabling us to savor life and navigate its challenges.

management is crucial for productivity and success.

Effectively prioritizing and balancing various

First Time Management



Exploration Point

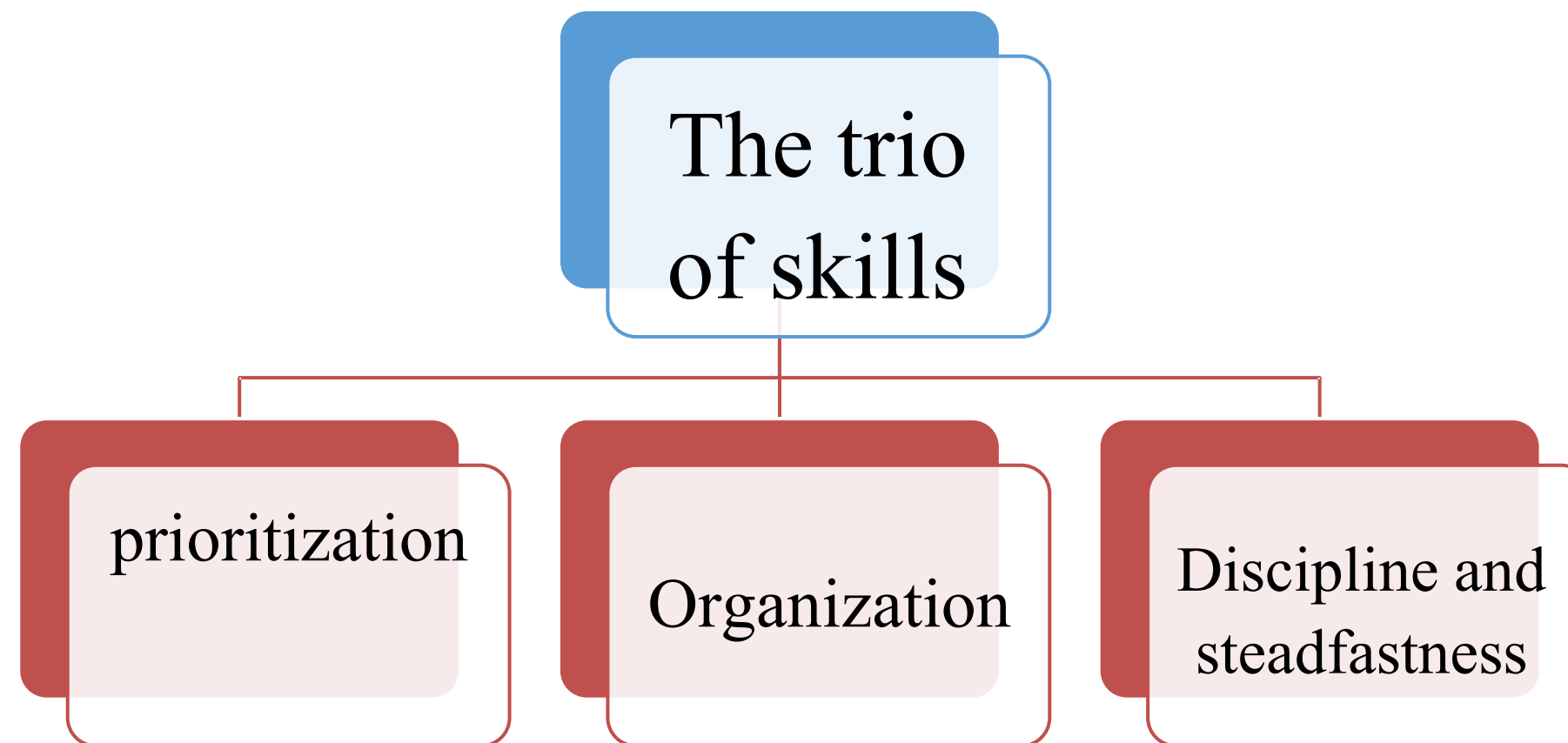
Time management definition:

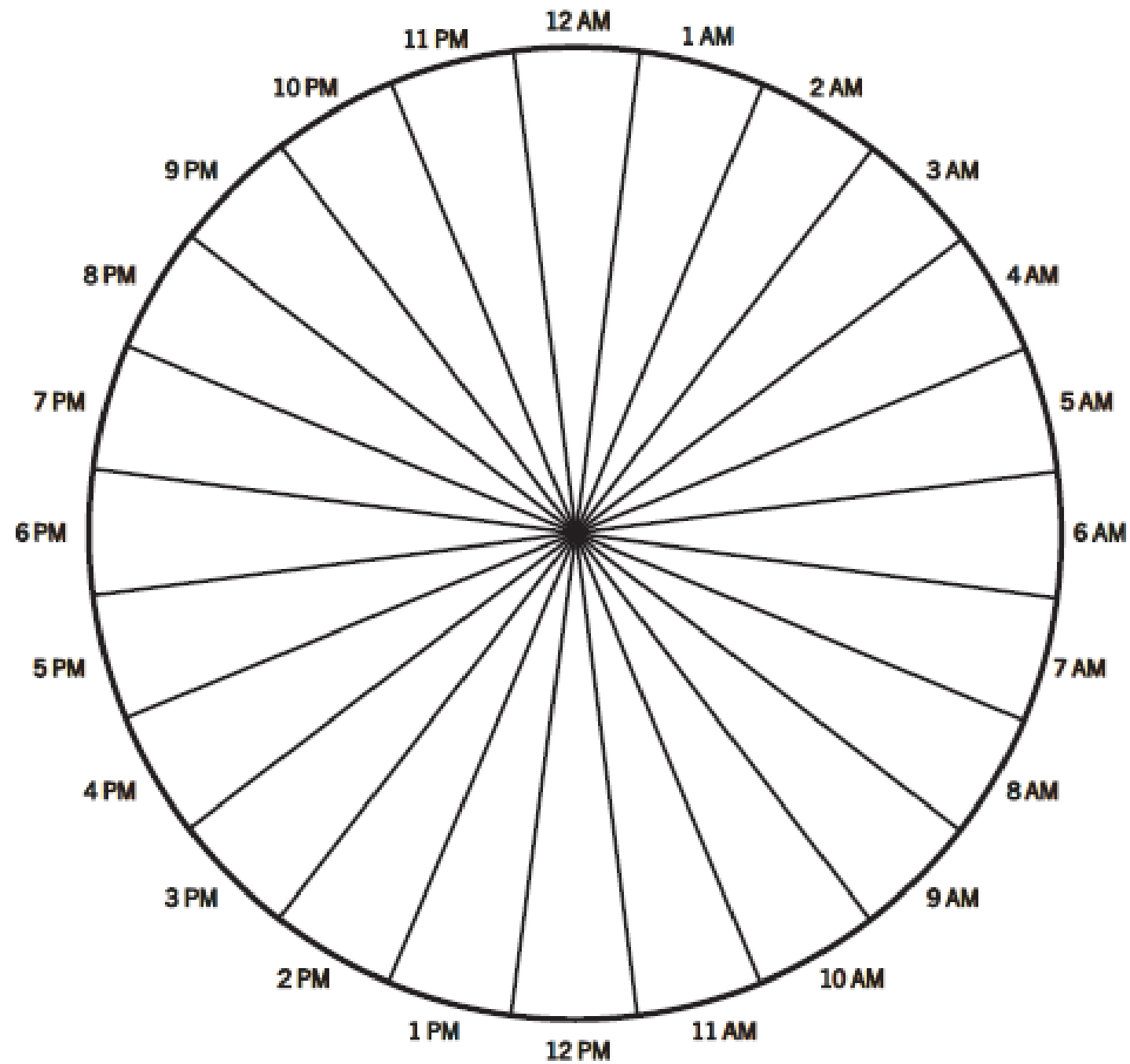


It involves making decisions about time and its various priorities based on evolving environmental and life circumstances.

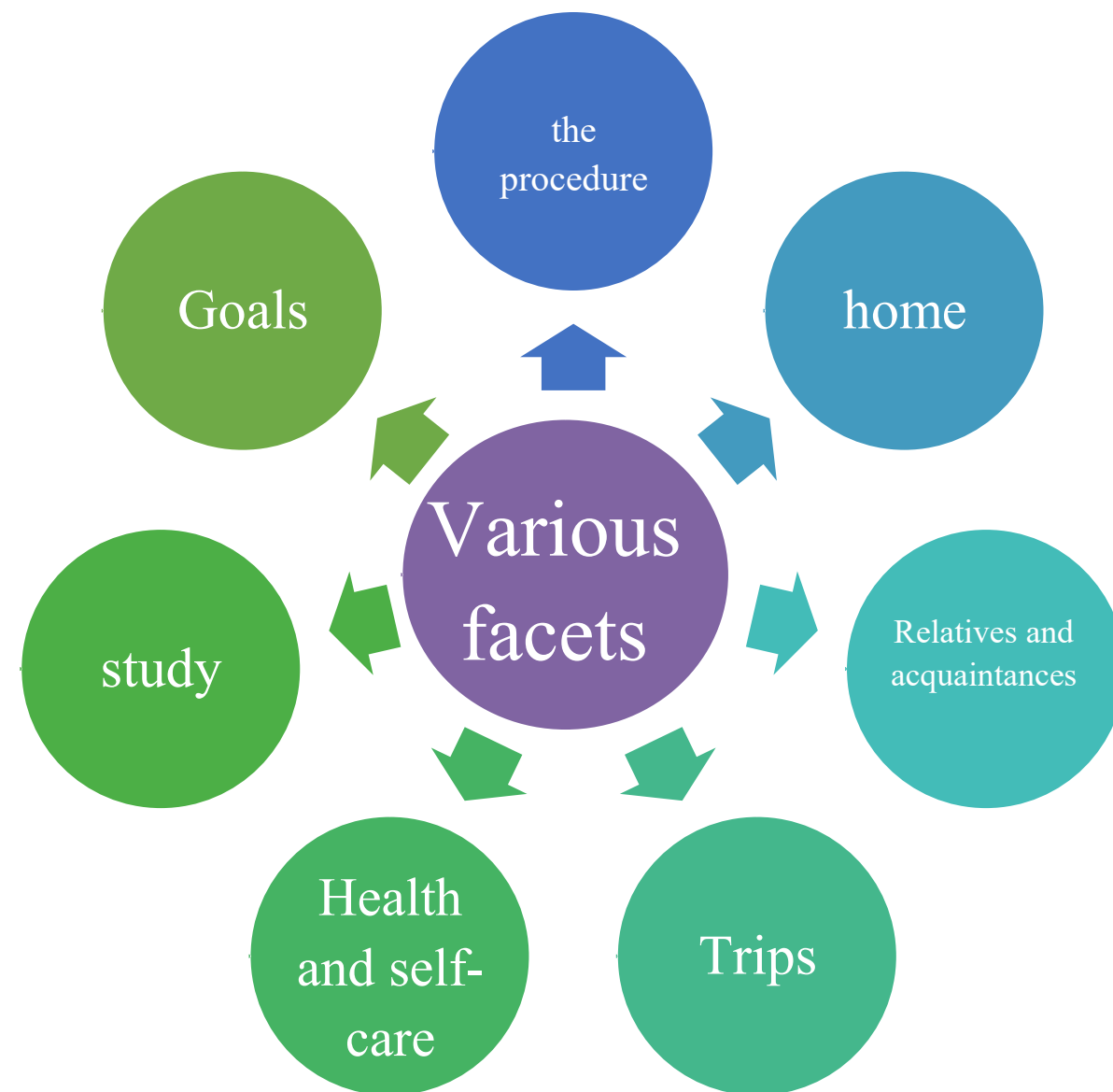
It embodies the principles of efficiency and effectiveness.

The three fundamental skills of time management:

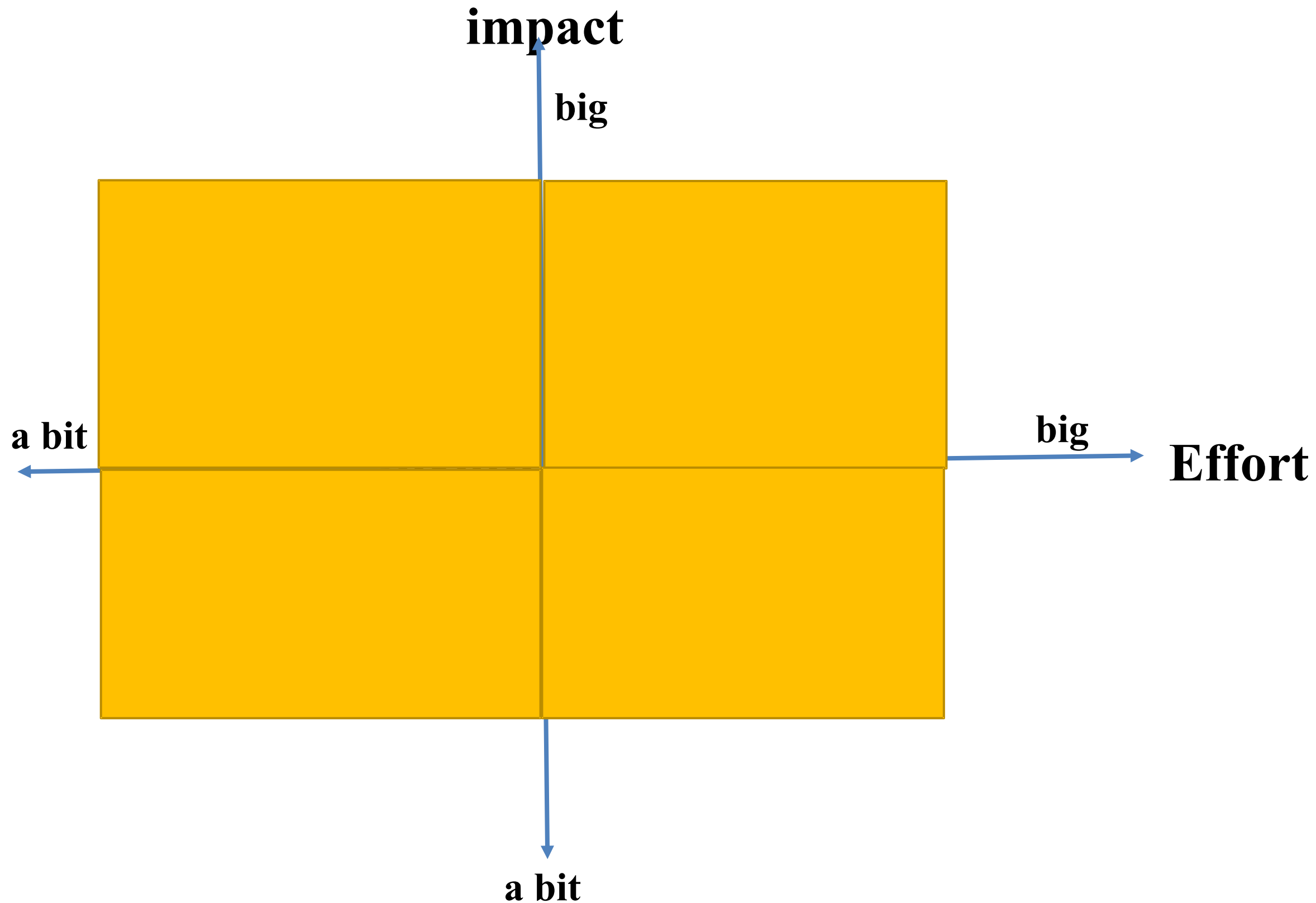




Exercise:
Record all your
activities from
yesterday.



Exercise:
List all the tasks and objectives you wish to accomplish during this timeframe.

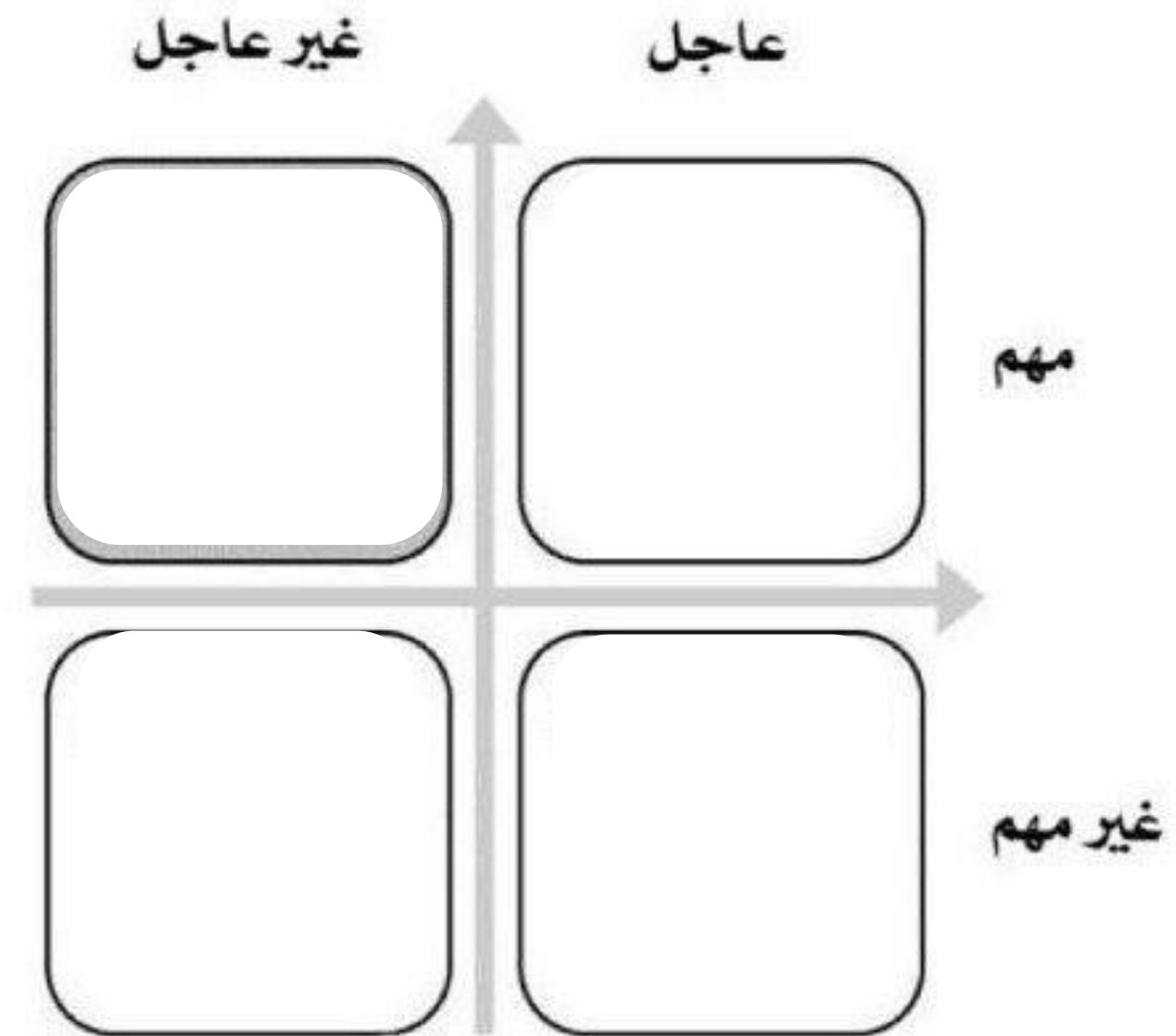


First: Prioritization
Importance matrix:

Delete little effect

First: Prioritization

Matrix of Priorities:



Secondly, organizing:

Monthly
Session

Yearly
Objectives

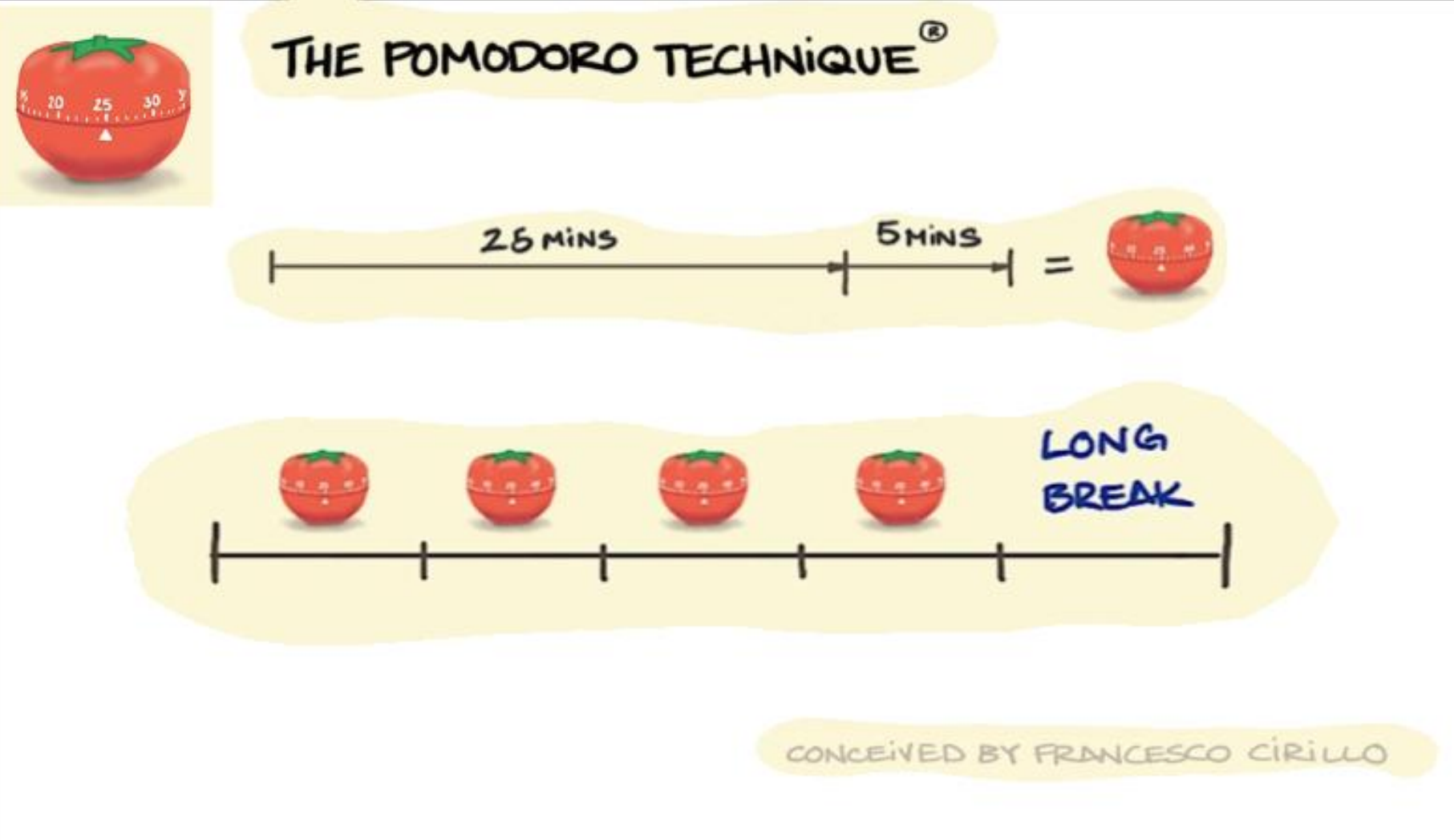
Today's Agenda

Weekly Schedule



3- Organizing





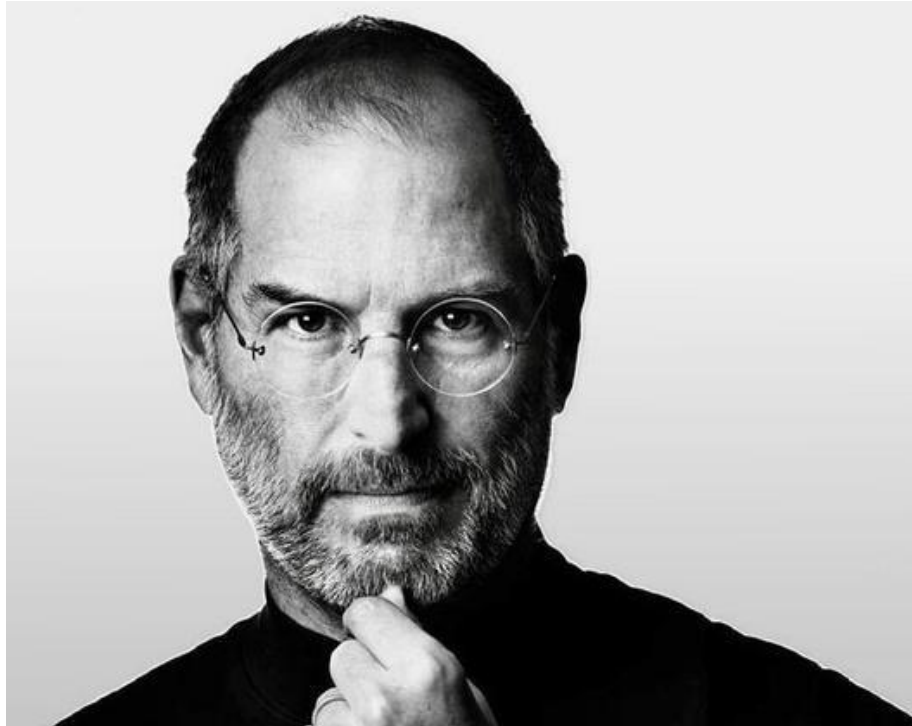
List of distractions

- Social media
- Lack of planning
- Not clearly defining priorities
- Carrying out the responsibilities of others
- Being busy with many things at the same time
- the television
- Do not delegate to others

List of distractions

- Indulging in feelings
- Talking about others
- Procrastination
- Lack of realism in allocating time
- Self-flagellation
- Daydream

الحزم :ثلاثة



، تستطيع التركيز على الأشياء «لا» فقط بقول
الهامة على الحقيقة

ستيف جوبز

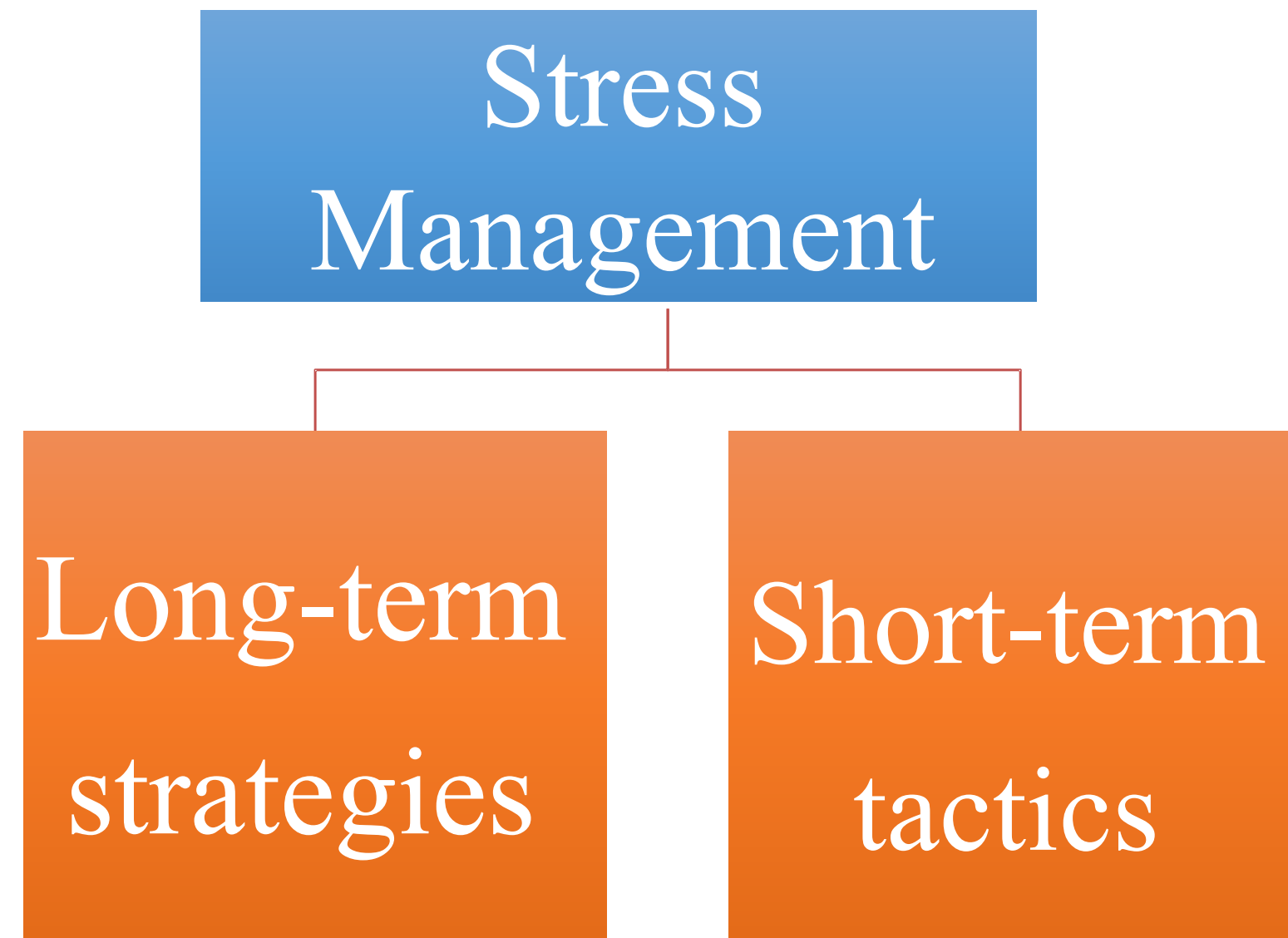


Stress Management

Stress Management Definition:

It is the stress induced by various pressures in everyday life.

Stress management skills refer to the capacity to handle or alleviate the physical and emotional impacts of anxiety.



Short-term tactics:



**Communicate with a
cherished individual.**



Gratitude



**15-minute
stroll**



distance

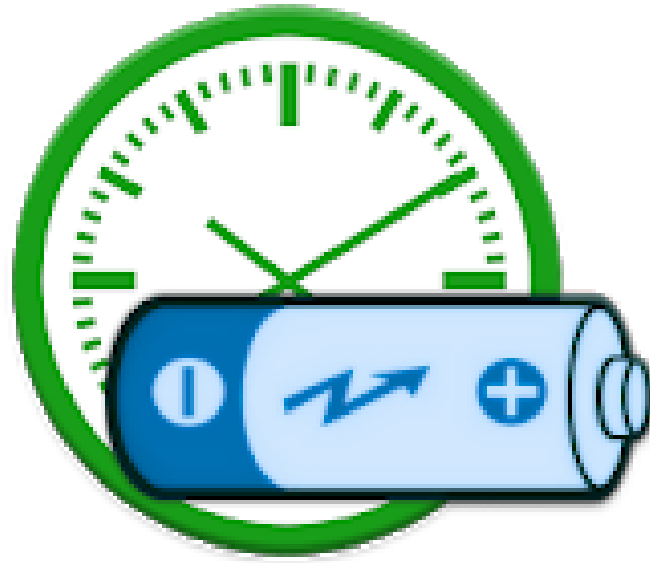


**Respiration
techniques**



Stress Management

Long term Technique



Physically:

sleep

Nutritious food

Water

Sports

Health monitoring



Emotionally:

A favorable hadith

Quality time with
family

Socializing with
friends



mentally:

Personal Growth
Strategy

reading

Development Plan



From an energy perspective:

Cinema

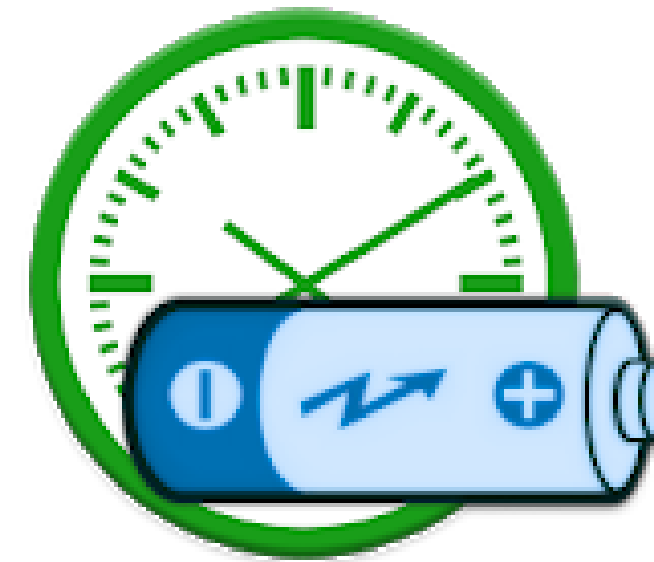
Charitable activity

music

nature

Art

a workout



Developing habits:

Initiate with one rather than commencing everything simultaneously.

Commitment to gradual progress is the key to success.

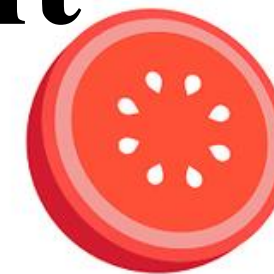
Treat yourself.

It takes a minimum of 21 days to establish a new habit.

Merge your dislikes with your likes.



Digital Tools for Time Management



Digital Tools for Time Management

- Google Calendar
- Remember The Milk
- Focus Keeper
- MyLifeOrganized
- Trello
- SimpleMind



أخيراً

حياتنا لا تتغير بالصدف، و لكن تتغير بقصد التغيير

جيم روبينز

Thank you